

Administrative Vendor - Performance Report January 2015

The Medi-Cal Access Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	99%	99.9%	1,017 out of 1,018 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	99%	99.7%	333 out of 334 data transmissions
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Line busy rate.	3%	0%	0 blocked out of 6,599 calls attempted*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	3%	1.6%	109 abandoned calls out of 6,599 incoming calls*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	85% in 25 seconds	86.7%	5,183 calls answered in 25 seconds out of 5,914 calls answered*
The Medi-Cal Access Program Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	100%	100%	21 returned in 2 days out of 21 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report December 2014

The Medi-Cal Access Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for the Medi-Cal Access Program applications.	98%	99.6%	265 applications with correct eligibility determinations out of 266 Medi-Cal Access Program applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.